2023 Boulder Campus Staff Council Retreat
Wednesday, August 9, 2023, 8:30am-5:00pm
Hybrid Engineering Discover Learning Center, 1B70
Zoom: https://cuboulder.zoom.us/j/91709512557
Theme: Mitigating Burnout and Promoting Staff Wellness

In Attendance: Claudia Acosta, Andrew Alexander, Nick Aniol, Cameron Brooks, Meagan Combs, Esther Horowitz, Natalia Johnston, Ian King, Madison Lane, Vanessa Luna, Grace Maniscalco, Leah McDaniel Parvez, Christopher Mellott, Maggie Mucci, Susan Nasher, Claudia Numan, Yasmine Ortuno, Sean Owens, Mark Palacio Sr., Karrie Pitzer, Jessica Sandoval, Alisha Stewart, Kathy Stutzman, Lori Wichhart, Mike Williamson, Sara Abdulla, Crystal Cyr, Lydia Darlington, Jasmín Evans, Carina Gattas, Nikki Hutchinson, De’Ron Jasper, Shelby Javernick, Devon Johnson, Jan Owens, Yasití Pinero, Tanida Ruampant, Kaitlyn Rye, Sarah Safadi, Sarah Seibold, Clara Smith, Lauren Way

HR Liaison: Kenny Nelson

Guests: Jennie Bernstein, Stanley Ly, Carla Eugene, Russell Moore, Pat O’Rourke, Sonia DeLuca Fernández, Robyn Fergus, Jess Doty

Not in Attendance: Jim Mazzouccolo, Andres Morales (Leave), Josh Turnquist

Meeting Summary

<table>
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<tr>
<th>Time</th>
<th>Agenda Item</th>
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<tr>
<td>8:30 a.m.</td>
<td>Eat Breakfast and Connect</td>
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<td>20 mins</td>
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<td>8:50 a.m.</td>
<td>Welcome, Land Acknowledgement, and Roll Call</td>
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<td>10 mins</td>
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<td>9:00 a.m.</td>
<td>Opening Mindfulness Practice – Jennie Bernstein, H&amp;W</td>
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<td>9:10 a.m.</td>
<td>Leadership Introductions (Tri-Chairs)</td>
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<tr>
<td>20 mins</td>
<td>• What does preventing burnout and promoting wellness mean to you?</td>
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<td>• How would you describe your leadership style?</td>
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<td>• What impact do you hope to have on campus?</td>
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<tr>
<td>9:30 a.m.</td>
<td>Representative Introductions (Spread throughout the day)</td>
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<tr>
<td>10 mins</td>
<td>• 10 About Me Slides - 1 minute per person (optional)</td>
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<td></td>
<td>• For those who don’t have a slide, please share your name, SC area, and</td>
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<td>what motivated you to join staff council?</td>
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<td>9:40 a.m.</td>
<td>Guest Speaker – Stanley Ly, FSAP, An Honest Conversation about Burnout</td>
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<tr>
<td>35 mins</td>
<td>Upwards Spiraling: Improving Focus and Preventing and Recovering from</td>
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<td>Burnout</td>
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<td>MentiMeter Poll: What burnout concern(s) do you experience, if any?</td>
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<td>• 42 participants.</td>
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<tr>
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<td>• 145 votes.</td>
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WHAT BURNOUT CONCERN(S) DO YOU EXPERIENCE, IF ANY?

Results:
28 votes – unsustainable workload
25 votes – lack of control
23 votes – insufficient rewards
21 votes – lack of a supportive community
19 votes – mismatched values & skills
15 votes – lack of fairness

**Participant Guide Document**

What are other groups doing? Indeed surveyed their users which mostly constituted of the Tech Sector and not any Higher Ed Institutes

Dropbox – 90% virtual presence
- Placed high value on flexibility – Virtual first workforce
- Annual $7000 work at home stipend
- About half of each workday dedicated to their own dropbox work projects
- In-person gatherings
- Core collaboration hours (8a-12p)
- Workplace culture – We don’t care when you get the work done, just that it gets done
- True flex hours

Forbes Advisor ranked Copenhagen Denmark as the city with the best work-life balance in 2023.

Common Factors amongst top 10:
- Ranked well in World – Happiness index
- Within top 27 for Gender Inequality Index
- >20 days paid vacation leave per year (CU offers 22 days)
- 1-12 months of paid parental leave (CU offers 6 weeks)
- Access to parks and nature reserves

Tend to Yourself
- Strive for authenticity
- Explore different ways of working and managing tasks
- Manage expectations
- Schedule time off on a cadence
- Try your best to create the work surroundings that help you feel relaxed
- Take mental health days
- Connect with colleagues
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| 10:55 a.m.   | **Breakout rooms with committees**  
*Will breakout to primary committee--return to main room if you want to be switched to another committee room.*  
- In-Person Breakout Rooms  
- Zoom Breakout Rooms - one in-person SC rep use laptop to include virtual reps  
**Suggested Discussion Items**  
- Discuss potential meeting times  
- Select committee chair(s)  
- Discuss committee specific goals  

ASR – Jan Owens & Kaitlyn Rye: 1st Tues @ 11-12p  
COMMS – Vanessa Luna: 1st Thurs @ 11-12p  
CAEDIB – Clara Smith & Jasimine Evans: 2nd Tues @ 12-1p  
ELECTIONS – Shelby Javernick & Nick Aniol: 2nd Tues @ 11-12p  
FRONT LINE – Claudia Numan:  
BDCS – Alisha Stewart: 3rd Thurs @ 10-11a  
OUTREACH – Jessica Sandoval & Karrie Pitzer: 3rd Thurs @ 11-12p  
PBRL – Ian King & Grace Maniscalco: 3rd Friday @ 9:30 – 10:30a |
| 11:55 a.m.   | **Self-Introductions (Spread throughout the day)**  
- 10 About Me Slides - 1 minute per person *(optional)*  
- For those who don’t have a slide, please share your name, SC area, and what motivated you to join staff council? |
| 12:00 p.m.   | **Working Lunch** |
|              | **Mini Onboarding Session for New Reps (60 mins)** |
|              | **Roles & Responsibilities - 5 mins each**  
- Overview of BCSC and UCSC structure – Jan  
- Officer Roles – Cameron  
- Administrator’s Role – Eryn  
- HR Liaison – Kenny  
**Procedures, Expectations, & Updates - 5 mins each**  
- Meeting Decorum – Mike  
- Attendance and Participation Expectations – Jessica  
- Budget Expectations – Karrie  
- Parliamentary procedure, Robert’s Rules of Order – Crystal |
| 1:00 p.m.    | **Self-Introductions (Spread throughout the day)**  
- 10 About Me Slides - 1 minute per person *(optional)*  
- For those who don’t have a slide, please share your name, SC area, and what motivated you to join staff council? |
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| 1:10 p.m. 70 mins | **Activity – Tennis ball activity, breakout groups, and debrief**  
Discuss and generate top 3 Tri-Chair priorities to bring forward for voting. |
| 2:20 p.m. 10 mins | **Break**                                      |
| 2:30 p.m. 90 mins | **Campus Leadership Panel – Jessica Sandoval, Moderator**  
- Russell Moore, Provost  
- Pat O’Rourke, Chief Operating Officer  
- Sonia DeLuca Fernández, Senior Vice Chancellor for Diversity, Equity and Inclusion  
- Robyn Fergus, Chief People Officer, Human Resources  
- Jess Doty, Associate Vice Chancellor, Health and Wellness |

**Questions**  
**Category: Exploring the Issue**

1. The 2023 Employee Engagement survey asks about staff burnout. How much burnout is there amongst staff at CU, as indicated by the recent survey results? What do you think are the root causes or key drivers of staff burnout? *(Robyn, Pat)*  
   - Fall is action planning for engagement survey. 86% favorable results for staff burnout. Trying to do some myth busting of burnout stats.  
   - Had to do with work-life balance.  
   - Expectation conversations with emails; culture of expectation.  
   - Change culture around “not turning off”

2. Burnout solutions are often presented as options an employee can do to improve well-being, set boundaries and manage stress. However, burnout can also be a symptom of systemic issues outside of the employee’s control. How do you consider this balance between an employee’s individual responsibilities and an employer’s systemic responsibilities? *(Sonia, Russ)*  
   - Help people seeing themselves in mission of university.  
   - Being transparent about expectations.  
   - Tying work to reason of contribution.  
   - One size fits all doesn’t work.  
   - Increased communication and trust; need to be vulnerable and comfortable.

**Category: Institutional Solutions**
3. What campus-level initiatives addressing the systemic causes of employee burnout has CU put into action? What future solutions can we be on the lookout for? (Jess, Robyn)
   - Employee responsibilities, policies, training for supervisors and staff.
   - Doing leave audit.
   - Create space to have powerful conversations.
   - Shared responsibilities.
   - Getting basic needs met.
   - Educational resources.

4. Research tells us that low salaries, high cost of living, and high commute times can lead to employee stress and, eventually, burnout, particularly for frontline staff. Do you have any updates on the campuswide initiatives to address these issues? (Pat, Russ)
   - Gradual salary increases and more benchmarking.
   - Not pushing additional healthcare costs onto staff.
   - Need SC’s help with sharing information.
   - Looking at tuition benefit and FAML! Act.
   - Create more housing
   - Working on additional flexible time guidance.
   - Salary increase: 4% this year and 4% next year.
   - Need to work on subtraction and prioritization of work.
   - Expanding strategies to front line staff.

Category: Team solutions

5. How do you demonstrate and promote a healthy work/life balance or integration within your own teams? What steps are leadership taking to encourage directors or managers to do the same for their teams? (Robyn, Sonia)
   - What can we take away? Need to work smarter, not harder.
   - Need to have intentionality for meeting.
   - Use Surgeon General’s workplace wellbeing model.
   - Address individual needs, clear on what “done” looks like.
   - Want conversations on lived experience.

Category: Individual Solutions
6. In addition to what supervisors can do to support their staff in terms of wellness and engagement, what suggestions do you have for peer-to-peer support? (Pat, Jess)
   - Connection across teams and trust.
   - Modeling vulnerability and culture of care.
   - Going to join Okanagan Charter.
   - How do we make time, space, and structure for community?
   - Is what I’m doing adding value and does it endure and have impact?
   - Awareness of resources, pay attention to language, have accountability to intentionality of being well.

7. How should an employee approach a supervisor if they are experiencing burnout or unhappiness in their position? How would you want the supervisor to respond? What advice would you give for individuals who feel like they cannot talk to their manager about burnout? (Sonia, Jess)
   - Not all of us experience CU the same way.
   - Name the thing that makes you nervous.
   - Solution, recommendations; be in good faith with ways forward.
   - Be realistic and discuss expectations.

Category: Staff Council and Leadership Collaboration
8. How can Staff Council best collaborate with and support Executive Leadership in implementing burnout prevention and employee wellness initiatives? (Russ, Pat)
   - Experiences are not uniform across campus.
   - Better and more holistic understanding of staff experiences.
   - Help us understand what’s going on so we can set expectations. Provide insight and translation of experience.
   - Shared governance say tactical pieces of what is important to staff.
   - Opportunity to do good.
   - Pat would like to have additional conversations about how to support SC.

4:00 p.m. 15 mins
Self-Introductions (Spread throughout the day)
- 15 About Me Slides - 1 minute per person (optional)
- For those who don’t have a slide, please share your name, SC area, and what motivated you to join staff council?
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<tr>
<td>4:15 p.m.</td>
<td>What’s Ahead and Closing Remarks – Tri-Chairs</td>
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<tr>
<td>15 mins</td>
<td>Tri-Chair Debrief</td>
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<td>4:30 p.m.</td>
<td>Staff Council Leadership Office Hour</td>
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